

State telecommunications management manual

State of California
Department of General Services

Telecommunications Division
Sacramento, California

Category:

**Telecommunications
Systems & Services**

Chapter Title:

**State Calling Service
for Cellular Phones**

Chapter Number:

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Contracted Services

INTRODUCTION

AT&T State Calling Service (SCS) is a switched virtual private network service. SCS utilizes AT&T's Software Defined Network (SDN) at special discounted rates. The TD has arranged with AT&T to extend SCS rates to AT&T cellular long distance service.

Availability

AT&T SCS — Cellular special tariff rates are offered statewide to state, city, county and other eligible local government agencies.

Rates

AT&T SCS — Cellular service charges a flat rate of 12.8 cents per minute for daytime calling and 11.1 cents per minute for evening and nighttime cellular long distance calling.

BILLING

Each agency receives their AT&T SCS cellular long distance service billing directly from AT&T. When service is established, agencies select a billing format and are responsible for all applicable usage charges based on the billing telephone numbers (BTNs). AT&T provides agencies with uniform billing reports of network usage call detail.

In addition, users continue to receive a bill from their associated cellular service provider for their monthly service plan and local usage. AT&T representatives work with agencies to arrange a billing format to suit their accounting and reporting requirements.

The systemwide bill round for AT&T SCS is the 31st or the end of the calendar month. Contact Tom Fields, AT&T Account Inquiry Center at (800) 438-4583 for any billing inquiries and escalation issues after service implementation.

Ordering Procedures

Complete a STD. 20 form. See ***Chapter 0799.0, Telecommunications Systems & Services Forms Index***. for the form and specific STD. 20 instructions. Agency submission of the STD. 20 constitutes agreement by the requesting agency to be responsible for all applicable billing associated with access to and usage of the AT&T SCS cellular service plan. The TD reserves the right as customer of record to terminate an agency's use of this service for nonpayment of bills or determination of ineligibility.

In addition, complete the "Billing Format Attachment" form. See ***Chapter 0799.0, Telecommunications Systems & Services Forms Index***.

Lastly, prepare a letter of agency authorizing AT&T to arrange AT&T SCS cellular service with the local exchange carrier (LEC) and the cellular service provider. See ***Appendix 1, Sample Letter of Agency***.

Submit these items to Susan King, AT&T, 4450 Rosewood Drive, Room 5480, Pleasanton, CA 94588. Voice Services # (800) 622-5947 ext. 18920 and fax # (800) 458-0613.

CHANGES TO ESTABLISHED SCS CELLULAR SERVICE USAGE

All changes to this service ***must*** be coordinated through AT&T, the LEC and the cellular service provider in order to update all applicable billing records. This process ensures that each agency is properly billed at the discounted rate. Once initial service has been authorized and established, submit all additions, deletions or changes of address for existing telephone numbers (TNs) to AT&T, 4450 Rosewood Drive, Room 5480, Pleasanton, CA 94588. Contact AT&T Account Inquiry Center, Systems Consultant Mike TerMaat at (800) 932-1664 for any billing inquiries and escalation issues before implementation. Contact Program Management & Administration, Consolidated Services Administration for any questions regarding this service or escalation of unresolved issues.

See Chapter 0101.0, TD Reference Guide, for all TD contact information referenced within this chapter.

APPENDIX 1, SAMPLE LETTER OF AGENCY

Date:

Subject: Appointment of Agent

To Whom it May Concern:

(Insert agency, department, division, etc.), hereby appoints AT&T as our agent to act in our name and stead; to handle all arrangements as directed, with the local telephone companies and cellular service providers for AT&T SCS – Cellular service for all current plus any future billed cellular numbers for this agency within the State of California, and to issue instructions to and otherwise deal with the local exchange companies and cellular providers regarding the same. It is understood that only one “Dial 1” long distance company may be designated for a telephone number, and that the selection of more than one “Dial 1” long distance company for a telephone number will invalidate any choice.

The authorization does not preclude our ability to act on our own behalf and may be revoked at any time. If you need verification of this authorization you may contact (Insert contact name) and (Insert telephone number).

Sincerely,

(Insert agency head authorizing the AT&T SCS – Cellular request)

(Insert agency head title)